



## **Fairfax-Falls Church Community Services Board Awards Program**

### **INTRODUCTION**

The Fairfax-Falls Church Community Services Board (CSB) values the contributions of all individuals and supports recognition activities in accordance with Fairfax County Personnel and Payroll Administration Policy and Procedure Memorandum No. 18 - *Performance Awards Program*. The CSB Awards Program description identifies agency activities and processes to recognize staff and other individuals who further the CSB mission, vision, and values.

### **OVERSIGHT AND EVALUATION**

1. The CSB Service Directors will appoint a CSB Awards Team representative of CSB service/support areas, sites, and geographic regions to develop, implement, and evaluate the CSB Awards Program.
2. The Team will select a Chair to coordinate agendas, meeting dates, and to facilitate meetings. The Chair shall serve for a period of one year and may serve multiple terms.
3. The CSB Awards Team is accountable to the CSB senior leadership team as identified herein and will meet at a frequency as determined by the Team for adequate CSB Awards Program oversight.

### **AWARDS ACTIVITIES**

#### **Fairfax County**

1. The CSB will actively participate in County-wide programs which recognize the work of County employees. This recognition can include but not limited to:
  - a. Outstanding Performance Awards
  - b. Team Excellence Awards
  - c. Managerial Awards
  - d. Length of Service Awards
  - e. The Sharon Bulova Award
  - f. Onthank Awards
  - g. Don Smith Awards
  - h. Suggestion Awards
2. The CSB will actively participate in local, state, and national award and recognition programs in which the County participates. This can include but not limited to:
  - a. The National Association of Counties
  - b. The Virginia Association of Counties
  - c. The National Association of Government Communicators

3. The CSB will actively promote nominations of CSB staff, programs, or services for County-wide award consideration. Methods of solicitation are outlined in the Communication section of the CSB Awards Program.
4. CSB employees who receive County-wide awards will also be recognized at the annual awards ceremony.

### **CSB Spirit of Excellence Award**

CSB Spirit of Excellence Awards recognize one outstanding individual or one team of two or more outstanding individuals whose performance and actions promote, reinforce, or exemplify the CSB's vision, mission, and values.

#### **CSB Vision**

Everyone in our community has the support needed to live a healthy, fulfilling life.

#### **CSB Mission**

To provide and coordinate a system of community-based supports for individuals and families of Fairfax County and the cities of Fairfax and Falls Church who are affected by developmental delay, intellectual disability, serious emotional disturbance (youth), mental illness and/or substance use disorders.

#### **CSB Values**

In achieving our mission and vision, we value:

##### **Respect for the people we serve.**

Individual dignity and human rights protection are at the center of the CSB service philosophy. Each individual is involved in developing service plans which address his/her needs and preferences. Feedback from service recipients is encouraged to assess program strengths and areas for improvement.

##### **Quality in the services we provide.**

The CSB offers a comprehensive menu of preventative and responsive services that meet the needs of individuals who live in the Fairfax County community. Services are provided by qualified professionals using methods proven to achieve positive, measurable outcomes.

##### **Accountability in all that we do.**

The CSB recognizes its responsibility to the Fairfax County community by striving to provide services to people with limited resources or complex needs in **an effective and efficient** manner. Policies and procedures are communicated and accessible to all individuals and organizations with whom we work and process improvement is anchored in continuous data review.

To be considered for a CSB Spirit of Excellence Award, an individual or team must make a deliberate, obvious, and valuable contribution through actions in **one** of the following service areas:

- **Leadership**
  - *Demonstrated a positive attitude, exceptional effort or performance that increased colleague satisfaction and morale and benefited the organization.*
  - *Supported and encouraged staff in completing their duties.*

- *Volunteered to take on extra responsibilities in addition to regular job duties.*
- *Handled an emergency or unexpected situation in an outstanding manner.*
- **Customer Service**
  - *Demonstrated a positive attitude, exceptional effort or performance that increased citizen, customer, and/or client satisfaction that benefited the community.*
- **Innovation**
  - *Developed non-traditional new ways to do business*
  - *Streamlined processes or systems*
  - *Developed creative ideas or solutions to problems*
- **Stewardship**
  - *Saved money or maximized resources*
- **Good Samaritan**
  - *Demonstrated a positive attitude, exceptional effort or performance that increased colleague satisfaction and morale and benefited the organization. Actions must demonstrate a consistent pattern of behavior*
- **Partnership**
  - *Presented to a non-CSB employee, volunteer, or intern or a team of non-CSB employees, volunteers, or interns who make a deliberate, obvious, and valuable contribution through actions in **one** of the service areas listed above.*

The CSB Awards Team reserves the right to reassign a nomination to a more appropriate service area.

## **CSB Vision, Mission, and Values**

### **Award Details**

Spirit of Excellence Awards are presented in each of the five service areas listed above. Presentation of an award in each service area is dependent on the Awards Team determining that at least one nomination in each area meets the established criteria.

An individual cannot nominate himself/herself as an individual or as part of a team.

**Nominations of Individuals:** Any individual, whether a CSB employee or not, whose performance and actions promote, reinforce, or exemplify the CSB's vision and mission can be nominated for a CSB Spirit of Excellence Award. Only a CSB employee can receive a CSB Spirit of Excellence Award in the five service areas identified above. Non-CSB employees or volunteers are eligible to receive the Spirit of Excellence Partnership Award.

**Nominations of Teams:** A team, whether comprised all or in part of CSB employees, whose performance and actions promote, reinforce, or exemplify the CSB's vision, mission, and values can be nominated for the CSB Spirit of Excellence Award in the five service areas identified above. A team comprised solely of non-CSB employees or volunteers is eligible to receive the Spirit of Excellence Partnership Award.

CSB Spirit of Excellence Award criteria and nomination materials are developed by the CSB Awards Team. The CSB Awards Team reviews the CSB Spirit of Excellence Award process after each award cycle.

The CSB Spirit of Excellence Award consists of a trophy/plaque or other similar award and 8 hours of administrative leave. The actual award, including administrative leave, may vary based on funding availability.

The CSB Spirit of Excellence Award is presented one time per year following an advertised submission period at a ceremony scheduled specifically for this purpose.

### **Nomination Process**

CSB Spirit of Excellence Award nominations are made by any member of the Fairfax County, Virginia, community. This includes CSB employees, Fairfax County employees, individuals and families receiving CSB services, stakeholders and Fairfax County community members at large.

Requests for nominations are advertised through email, County communication channels (NewsLink, CSB FairfaxNET), CSB service sites and offices, and established CSB distribution lists.

Nominations must be made using the nomination form which is available online, at all CSB service sites and offices, and by contacting 703-324-4433. The form may be submitted electronically or returned to the CSB Awards Team by the identified deadline.

Nominators will be notified of the nomination's status after the nominations have been reviewed and award recipients selected.

Nominees who are not selected to receive a CSB Spirit of Excellence Award will be recognized with an Honors Award.

### **BUDGET**

The CSB Awards Team will present an annual program budget to the CSB Service Directors as part of the agency budget process.

### **COMMUNICATIONS**

#### **Nominations**

Nominations for Fairfax County awards occur in accordance with guidelines, processes, and timelines established and disseminated by Fairfax County.

The chair of the CSB Awards Team will work in concert with the CSB Communications Director to develop a process which disseminates information to CSB staff about Fairfax County and CSB award nomination guidelines, processes, and timelines.

A call for CSB nominations for Fairfax County and CSB awards activities will be communicated to all CSB staff via methods which include but not limited to:

- Electronic, written, and verbal communication from the CSB Awards Team, Service Directors, supervisors, and site managers
- The CSB's FairfaxNET site

## Recognition

The chair of the CSB Awards Team will work in concert with the CSB Communications Director to develop a process to disseminate information about the accomplishments of CSB employees. Such communication methods can include but not be limited to:

- Electronic, written, and verbal communication from the CSB Awards Team, Service Directors, supervisors, and site managers
- The CSB's FairfaxNET site
- CSB leadership team meetings
- Service/Support area or site level management team meetings
- All hands meetings

For more information contact Joel Friedman at [joel.friedman@fairfaxcounty.gov](mailto:joel.friedman@fairfaxcounty.gov) or 703-324-4433.